

Stipulates the existence and scope of its effort to address customer's welfare?

PPMC has established, implements and maintains a documented policies and procedures in order to efficiently and effectively deliver its services and address the needs of its customers.

Further, PPMC recognizes the importance of understanding, meeting and enhancing customer requirements. As such, the following Statement of Policy on Quality was established for the purpose:

“Poro Point Management Corporation, a member of the Bases Conversion and Development Authority Group, commits to fully develop the Poro Point Freeport Zone into self-sustaining and environmentally sound investment center, in order to promote the socio-economic development of Northern Luzon and the country in general, through mutually beneficial Public Private Partnership. PPMC likewise commits to continually strive to provide the necessary services and undertake improvement to enhance the satisfaction of its key stakeholders.

To do this, we shall continually improve the effectiveness of our quality management system, efficiently and effectively deliver service to our stakeholders and consistently comply with international and local requirements guided by our corporate values.”

Pursuant to its Quality Policy, PPMC commits to continually strive to provide the necessary services and undertake improvement to enhance the satisfaction of its key stakeholders.

A. CITIZEN'S CHARTER

PPMC has its Citizen's Charter that communicates information on the services provided by PPMC. This document provides a step-by-step guide/procedure for availing a particular service and the guaranteed performance level that the customers may expect for those services.

PPMC has twelve (12) frontline services:

1. Granting of New Certificates of Registration
2. Renewal of Existing Certificates of Registration
3. Granting of New and Renewal of Existing Certificates of Accreditation or Permit to Operate
4. Issuance of Permit to Bring-In Local Articles
5. Issuance of Permit to Bring-In Imported Articles
6. Issuance of Permit to Bring-Out Local Articles
7. Issuance of Permit to Bring-Out Imported Articles
8. Issuance of Import Permit
9. Issuance of Gate Pass
10. Registration of Applicants in the Labor Center
11. Issuance of Building Permit
12. Issuance of Occupancy Permit

PPMC has also instituted a Stakeholder Feedback System under its Citizen's Charter and Suggestion Boxes are set in place as feedback mechanism.

B. QUALITY MANUAL

PPMC established a Quality Manual which defines policies and procedures adopted to implement and continuously improve the Quality Management System (QMS) of PPMC.

As part of PPMC's Quality Management System, PPMC institutionalized a feedback mechanism as basis for the continual improvement of its services to customers. PPMC's Quality Manual provides that to monitor the service outcomes in terms of meeting the stakeholder requirements and expectations at different stages of the operations of the frontline services, periodic gathering of stakeholder feedback and perception are conducted through any of the following approaches:

1. **Focus Group Discussions** – This activity is intended to surface the current and future development and productivity concerns of key stakeholders as they are relevant in defining or aligning the objectives and performance of PPMC. Meeting with locators is conducted quarterly.
2. **Stakeholder Satisfaction Survey** – The determination of stakeholder satisfaction is designed to measure and monitor performance of the PPMC's products and services in terms of meeting the stakeholders' requirements and expectations. Results of the survey are examined during management reviews where improvement actions are identified for implementation accordingly.
3. **Review of Stakeholder Feedback** – The gathering of stakeholder feedback during Registration of PPFZ Enterprise implementation and evaluation are used to ensure that stakeholder's perception on the services delivered is satisfactory.